

# CCBHC-E National Training and Technical Assistance Center

*CCBHC New Grantee Learning Community  
Session 2: Needs Assessment*

***December 12, 2023***

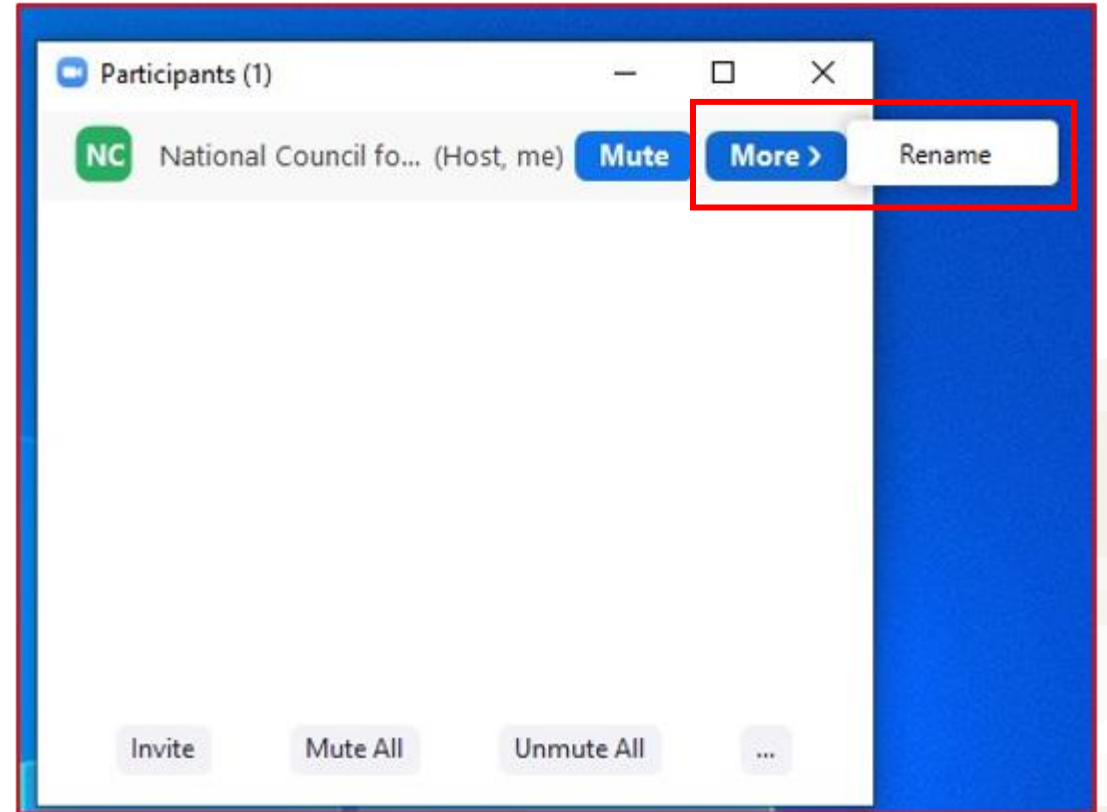
**CCBHC-E National Training and Technical Assistance Center**

Funded by Substance Abuse and Mental Health Services Administration and operated by the National Council for Mental Wellbeing

*This publication was made possible by Grant No. 1H79SM085856 from the Substance Abuse and Mental Health Services Administration (SAMHSA). Its contents are solely the responsibility of the authors and do not necessarily represent the official views, opinions or policies of SAMHSA, or the U.S. Department of Health and Human Services (HHS).*

# Logistics

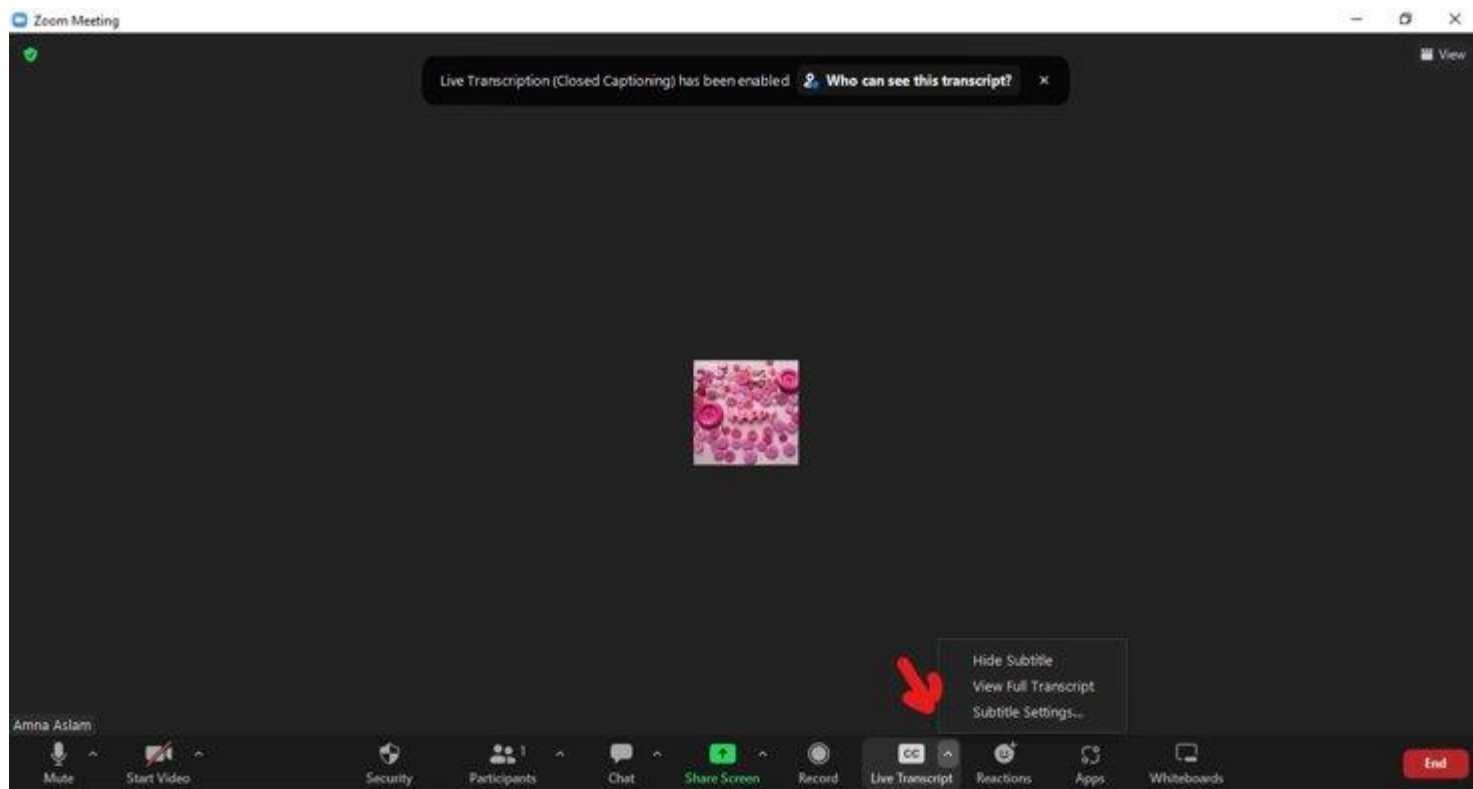
- Please rename yourself so your name includes your organization.
- *For example:*
  - **D'ara Lemon, National Council**
- *To rename yourself:*
  - Click on the **Participants** icon at the bottom of the screen
  - Find your name and hover your mouse over it
  - Click **Rename**
- If you are having any issues, please send a Zoom chat message to **D'ara Lemon, National Council**



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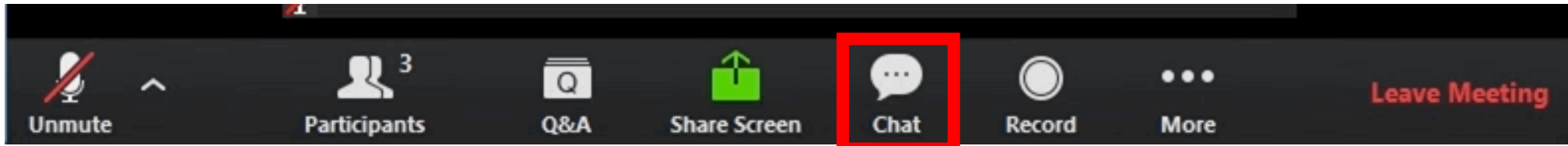


# How to Enable Closed Captions (Live Transcript)



Next to “Live Transcript,” click the arrow button for options on closed captioning and live transcript.

# How to Ask a Question



Please share questions throughout today's session using the **Chat Feature** on your Zoom toolbar.  
We'll answer as many questions as we can throughout today's session.

# Today's Agenda

1

-----● CCBHC overview

2

-----● Definitions and requirements

3

-----● Best practices for conducting a needs assessment

4

-----● Case study

5

-----● Breakout discussion

# Learning Objectives

- Increase knowledge and understanding of needs assessment
- Support clinics in implementation of needs assessment
- Foster clinic action planning and decision-making in developing their needs assessment



# Your Learning Community Team



**Renee Boak, MPH**  
*Consultant and Subject Matter  
Expert*



**Ann Ritter**  
*Principal*  
Bowling Business Strategies



**Hannah Cary, LLSMW**  
*CCBHC Senior Project Manager*  
Development Centers dba  
MiSide





# Community Pulse Check

New Grantee Deliverables

**CCBHC-E National Training and Technical Assistance Center**

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# Community Check-In



## What is the status of your needs assessment?

- Haven't begun needs assessment
- Have begun design but have not started data collection
- In the process of collecting data
- Have completed the needs assessment
- Have questions

How many of the **9 required services** are you currently providing either directly or through a Designated Collaborating Organization (DCO)?

- 1-4
- 5-8
- All 9

## Where are you on the staffing and training plans? *(select all that apply)*

- Waiting for completion of needs assessment
- Have begun the staffing plan
- Making good progress
- Have completed the staffing plan
- Have questions

## Where are you on the delivery of services plan?

*(select all that apply)*

- Waiting for the completion of the needs assessment
- Have begun the service plan
- Making good progress
- Have completed the service plan
- Have questions

## Where are you on the sustainability plan? *(select all that apply)*

- Haven't begun the sustainability plan
- Have begun the sustainability plan
- Making good progress

- Have completed the sustainability plan
- Have questions

## Where are you on attestation? *(select all that apply)*

- Haven't begun preparing for attestation
- Have begun preparing for attestation
- Making good progress
- Have submitted attestation
- Have questions



# What Is a CCBHC?

An integrated community behavioral health clinic model of care that aims to improve service quality and accessibility, a CCBHC:

- Provides integrated, evidence-based, trauma-informed, recovery-oriented and person-and-family-centered care.
- Offers the full array of CCBHC-required mental health and substance use disorder (SUD) services and primary care screening.
- Has established collaborative relationships with other providers and health care systems to ensure coordination of care.



# Clarifying CCBHC Assessments

## Clinics

### Community Needs Assessments

- What's working well in the CCBHC's service area that could be improved?
- What population-specific services are lacking in the service area?
- What added capacities are necessary through the CCBHC to ensure health equity?

### Clinic Readiness Assessments

- How prepared are the clinic and its partners to meet the CCBHC criteria?
- How feasible is it for a clinic to achieve CCBHC state certification by July 2024?
- What resources are needed for the clinic to achieve readiness?

## States

### Aggregated Community Needs Assessment

- What is the demographic makeup of the state?
- What's working well in the current behavioral health system in the state?
- Where are the gaps in services and needs in the behavioral health system in the state?

### State Preparedness Assessment

- Outside of behavioral health and Medicaid, are all state divisions aligned on CCBHC efforts?
- What additional criteria should be required or allowed from assessments?
- What's the feasibility for the state to certify clinics as CCBHCs by July 2024?



# Monthly Poll



- Has your agency created a needs assessment team?
- How will you be collecting information from consumers/advisory board to inform the needs assessment?
- What secondary data sources are you using to inform your needs assessment?



# Community Needs Assessment: Definitions and Requirements

# CCBHC Criteria Appendix A: Terms and Definitions

## Community Needs Assessment:

- Identify **community needs** and determine **program accessibility and capacity**.
- Collaborate with other **community stakeholders**.
- Integrate input from people with lived experience of mental health and/or substance use challenges and family members.
- Identify **current conditions and desired services or outcomes** in the community.
- Specific **CCBHC criteria are tied to the community needs assessment**, including staffing, language and culture, services, locations, service hours and evidence-based practices.
- Be thorough and reflect the treatment and recovery **needs of those who reside in the service area across the lifespan** including children, youth and families.
- If a separate community needs assessment has been completed in the past year, the CCBHC may decide to augment, or **build upon the information**, to ensure that the required components of the community needs assessment are collected.



# Community Needs Assessment Requirements

Section	Criteria	Description
Staffing	1.a.2	The staff (both clinical and non-clinical) is appropriate for the population receiving services, as determined by the community needs assessment.
	1.a.3	The chief executive officer (CEO) of the CCBHC, or equivalent, maintains a fully staffed management team as appropriate for the size and needs of the clinic, as determined by the current community needs assessment and staffing plan.
	1.b.2	The staffing plan is informed by the community needs assessment and includes clinical, peer and other staff.
	1.d.4	Prior to certification, the needs assessment will inform which languages require language assistance, to be updated as needed.



# Community Needs Assessment Requirements

Section	Criteria	Description
Availability and Accessibility of Services	2.a.2	Informed by the community needs assessment, the CCBHC ensures that services are provided during times that facilitate accessibility and meet the needs of the population served by the CCBHC, including some evening and weekend hours.
	2.a.3	Informed by the community needs assessment, the CCBHC provides services at locations that ensure accessibility and meet the needs of the population to be served, such as settings in the community and – as appropriate and feasible – in the homes of people receiving services.
	2.a.6	Informed by the community needs assessment, the CCBHC conducts outreach, engagement and retention activities to support inclusion and access for underserved individuals and populations.



# Community Needs Assessment Requirements

Section	Criteria	Description
Care Coordination	3.c.3	The CCBHC has partnerships with a variety of community or regional services, supports and providers. CCBHCs may develop partnerships with [the entities listed in the criteria] based on the population served, the needs and preferences of people receiving services and/or needs identified in the community needs assessment.
Scope of Services	4.c.1	The CCBHC provides crisis receiving/stabilization services that must include, at minimum, urgent care/walk-in mental health and substance use disorder services for voluntary individuals. Walk-in hours are informed by the community needs assessment and include evening hours that are publicly posted.
	4.f.1	The CCBHC or the DCO must provide evidence-based services using best practices for treating mental health and substance use disorders across the lifespan, with tailored approaches for adults, children and families. (● Note: Based upon the findings of the community needs assessment as required in program requirement 1, certifying states must establish a minimum set of evidence-based practices required of the CCBHCs.)

# Best Practices for Conducting a Needs Assessment

Ann Ritter  
*Principal*

Bowling Business Strategies

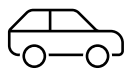
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# Key Drivers of the Needs Assessment



**Individuals with lived experience, family members, and the local community (especially those from underserved populations) are seen as key drivers and constituents of the needs assessment!**



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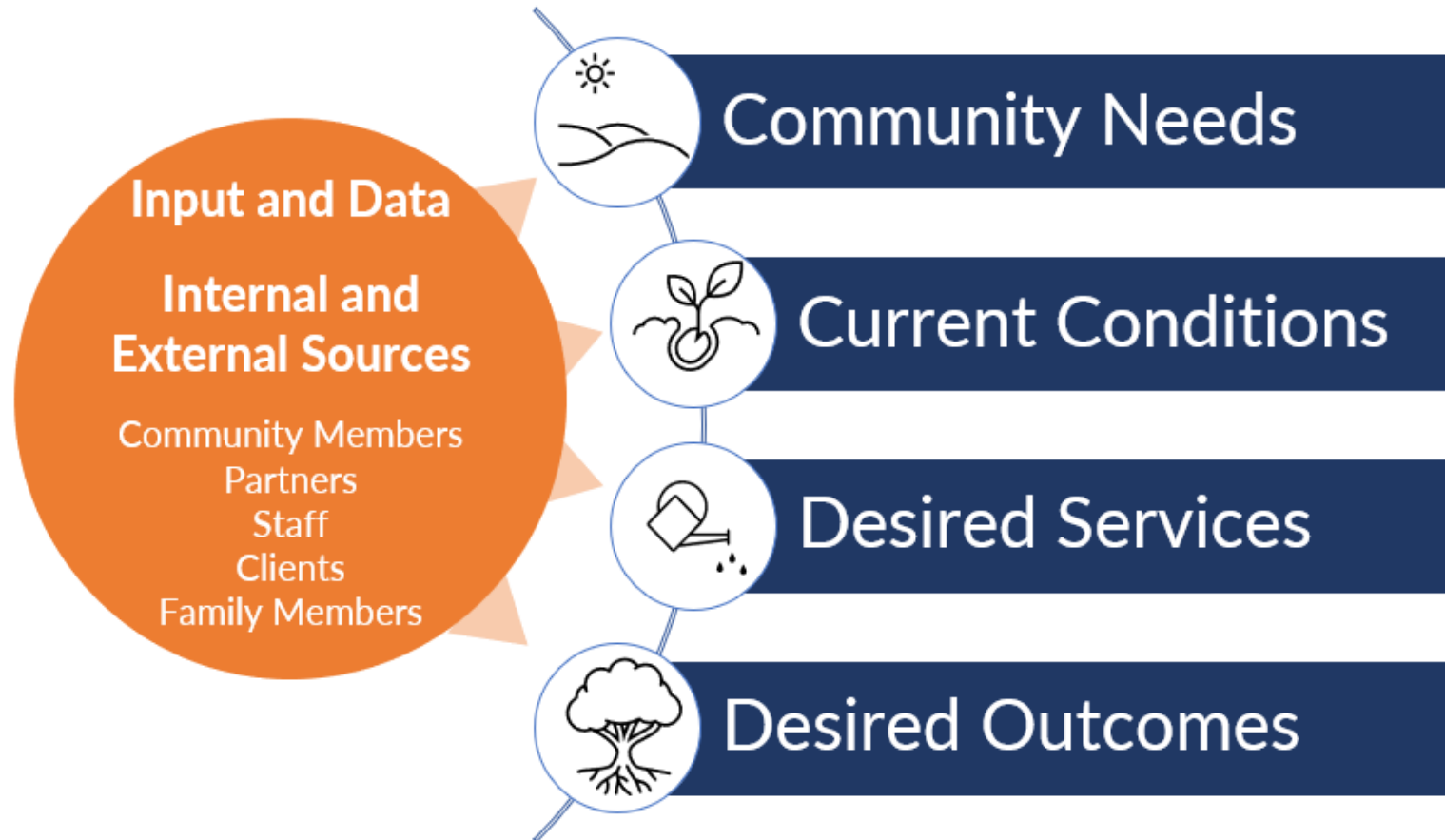


# The Needs Assessment Cycle



Informed by the Association for Community Health Improvement, American Hospital Association (2023). [Community Health Assessment Toolkit](#).

# Needs → Outcomes



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# Assemble Your Needs Assessment Team

## Your Needs Assessment Team Will:

- Define the goals and guiding questions for the needs assessment
- Identify populations of focus for the assessment of needs and services
- Identify existing data sets or other reports that may contribute to the assessment
- Determine how data will be collected and used
- Determine the timeline for the process
- Determine the strategic use of the findings



# Define Your Guiding Questions

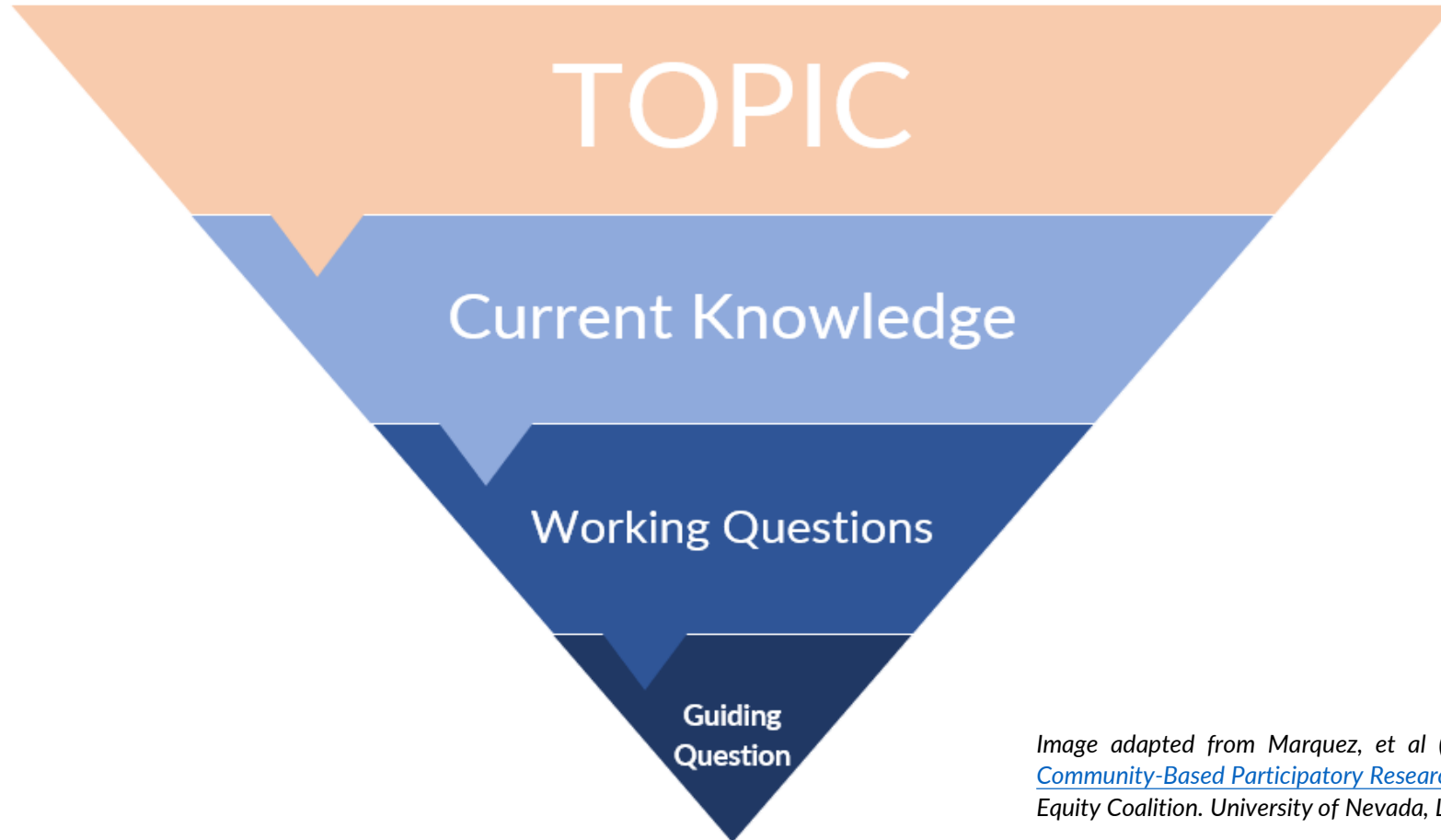


Image adapted from Marquez, et al (2022). [Step-by-Step Guide to Community-Based Participatory Research](#). Nevada Minority Health and Equity Coalition. University of Nevada, Las Vegas.

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# Create Your Assessment Plan

<b>Guiding Questions</b>	What does the needs assessment seek to answer?
<b>Indicators</b>	What information is needed to answer your guiding questions?
<b>Data Sources</b>	Where will the data specific to your guiding questions be sourced from?
<b>Data Collection</b>	How will the data be collected and compiled?
<b>Timeframe</b>	What is the timeframe to complete activities?
<b>Data Analysis</b>	How will the data be analyzed?
<b>Communicating Results</b>	How will findings be documented and communicated?
<b>Responsible Person</b>	Who is responsible for completing each activity?

*Adapted from Marquez, et al (2022). [Step-by-Step Guide to Community-Based Participatory Research](#). Nevada Minority Health and Equity Coalition. University of Nevada, Las Vegas.*



# Characteristics of an Effective Needs Assessment

- Aligned with CCBHC Criteria
- Focused Inquiry
- Staff Involvement
- Partner Involvement
- Input from People with Lived Experience and Family Members
- Findings Tied to Practice



# Pitfalls to Avoid

- Lack of Connection to CCBHC Services and Operations
- Lack of Focus
- Insufficient Staffing/Resources
- Lack of Broader Community Engagement
- Too Much Content

# Coming Soon: CCBHC Needs Assessment Toolkit

## Toolkit Includes:

- SAMHSA requirements
- Best practices for needs assessment planning and implementation
- Concrete examples of how a CCBHC can use the needs assessment to guide improvements in services, staffing, and operations
- Practical tools
  - Linked list of quantitative data sources and data comparison tool
  - Model scripts for qualitative interviews and focus groups
  - Needs assessment outline



# Case Study

Hannah Cary  
*CCBHC Senior Project Manager*  
Development Centers dba MiSide



# How to get started



Plan the approach with leadership, data team, and key staff



Establish timeline



Identify stakeholders



Schedule community, consumer, and staff engagement



Prepare incentives

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# Challenges Faced

Short timeline

Lack of meaningful  
consumer feedback

Overwhelming staff  
feedback

Dated external  
data



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# Lessons Learned

Start engagement early

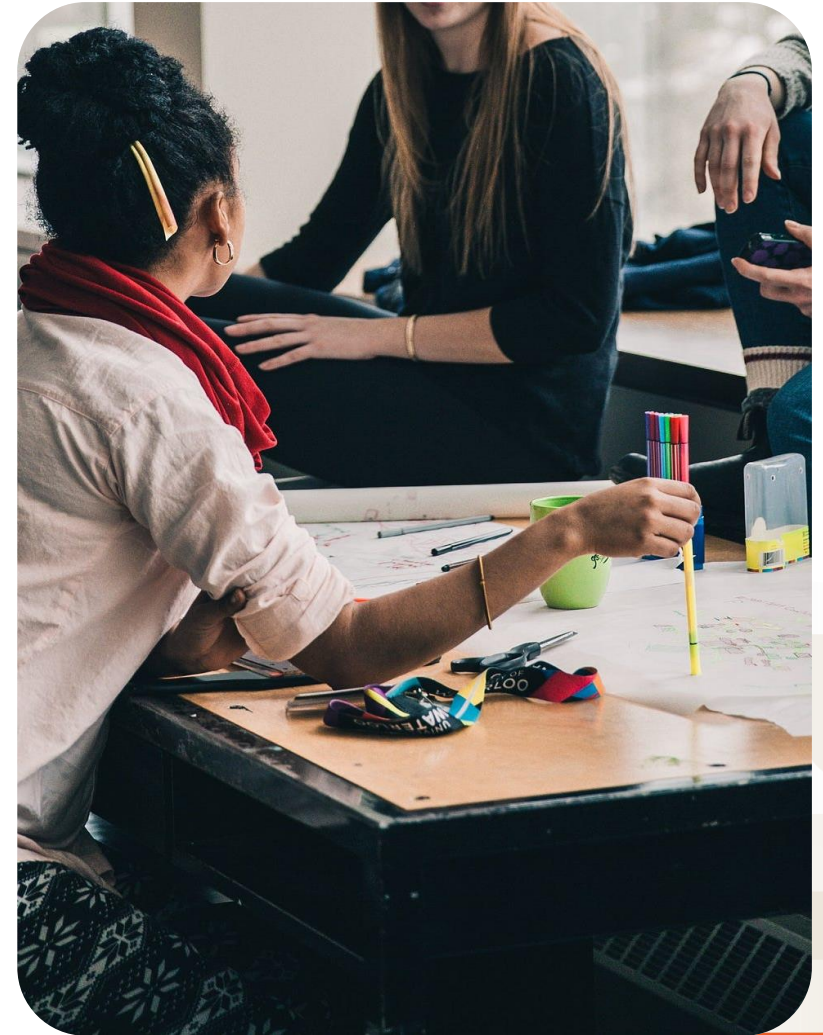
Set reasonable expectations for primary data collection

Use multiple methods: surveys, focus groups, interviews

Use a template, or a toolkit, and expert help

Take advantage of existing agency and secondary data

Continue to reference your well-researched product



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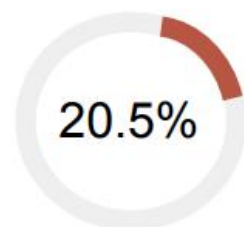


# Community overview

Detroit has an incredibly diverse and growing immigrant population. Many individuals making a new home in America often face housing insecurity, work low wage jobs, and have more difficulty navigating systems of care.<sup>1</sup> Providing culturally responsive and accessible services is a key aspect of engaging this population. Ensuring linguistic accessibility is a major component of culturally responsive care. See below for the most frequent languages in Detroit as of 2021.

Top five languages Detroit-area immigrants speak at home other than English

Arabic	19.3%
Hindi & related	11.9%
Spanish	11.2%
Dravidian	4.6%
Chinese	4.3%



Immigrant share of residents without health insurance in Detroit<sup>3</sup>

## Covid impact: Confirmed COVID-19 deaths by zip code

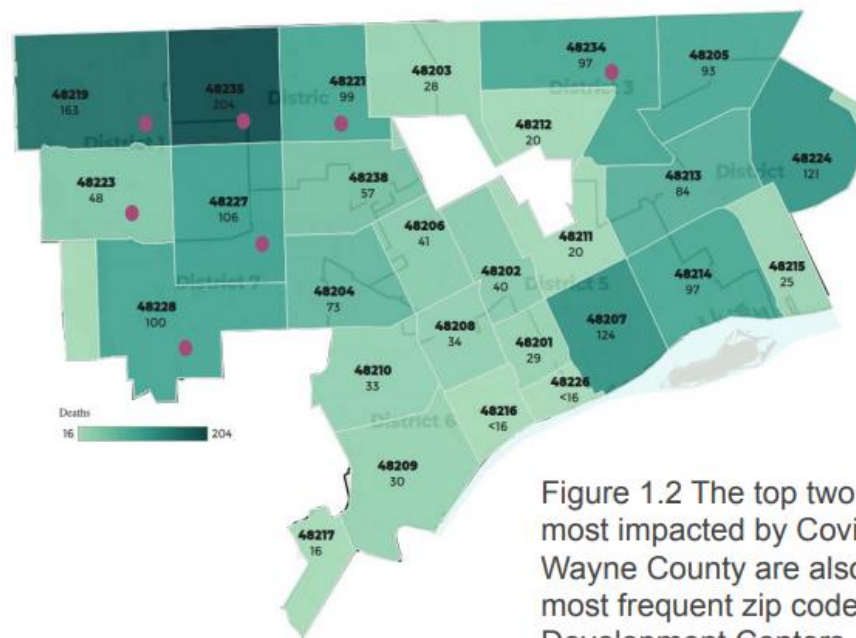
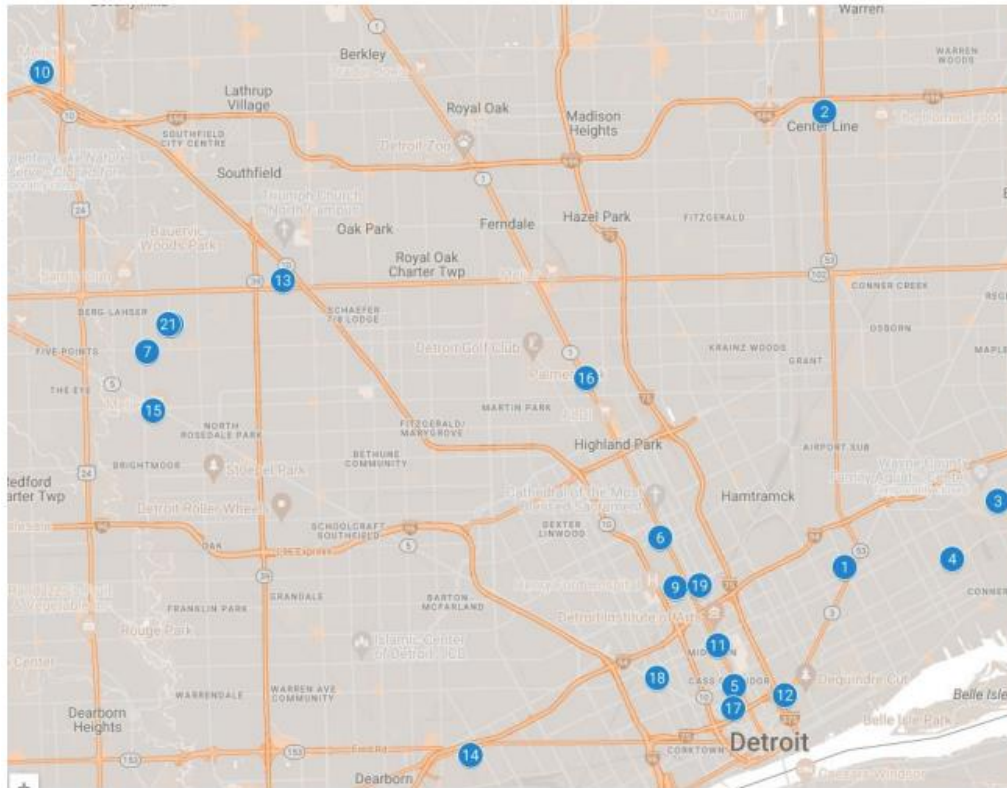


Figure 1.2 The top two zip codes most impacted by Covid-19 in Wayne County are also two of the most frequent zip codes served by Development Centers.

# Population-specific community orgs.



- 1 Hegira Health ♥
- 2 New Oakland Family Centers
- 3 The Guidance Center
- 4 Popoff Clinic at Authority Health ♥
- 5 C.O.T.S (Housing)
- 6 Ruth Ellis Center ♥
- 7 Detroit Service-Learning Academy
- 8 Single Family Living ▲
- 9 Detroit Public Schools
- 10 Hospice of Michigan
- 11 Hannan Center
- 12 Detroit Area Agency on Aging
- 13 Spaulding for Children
- 14 American Indian Health & Family Services
- 15 8th Precinct, Detroit
- 16 Emmanuel House ♥ ♦
- 17 Mariners Inn ♥ ♦
- 18 Michigan Veterans Foundation ♦
- 19 Volunteers Of America ♦
- 20 Central City Integrated Health ▲
- 21 MSU Extension

**Sites servicing population specific populations of...**  
 ♥ LGBTQIA+  
 ♦ Veteran services  
 ♥ SUD

▲ Denotes not included on map: **Central City Integrated Health, and Single Family Living**

**DCI partners with many population specific organizations focusing on LGBTQIA+ populations, people with SUD, and veteran services.**

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## Population-specific questions for consideration

### Veteran-specific questions for consideration

- Are there opportunities to build more partnerships veteran-specific organizations to enhance outreach to this population?
- In what ways can Development Centers work towards de-stigmatizing veteran services to help enhance experiences for veterans?
- What opportunities exist to expand peer support services to veterans?

### LGBTQIA+ community-specific questions for consideration

- How might DC incorporate use of gender pronouns in medical records to take action towards gender affirming care?
- How might DC build cultural competency in service delivery to Black and queer members?
- What is the most significant change DC staff have experienced as a result of engaging in LGTBTQIA+ specific training?

### SUD-specific questions for consideration

- How might Development Centers best address the intersection between SUD, mental illness, and population-specific (veteran/LGBTQIA+) needs?
- How can Development Centers still support people with a non-primary SUD diagnosis?
- What plans does Development Centers have to hire peers with SUD experience?



# Endnotes

- <sup>1</sup> US Census Data, Wayne County, MI ([link](#));
- <sup>2</sup> Data Drive Detroit, DC Profile ([link to map](#)),
- <sup>3</sup> Global Detroit '[New Americans in Detroit](#)'
- <sup>4</sup> LGBTQIA+ Identification Rises to 7.2% in Latest U.S. Estimate, Gallup, 2023 ([link](#)),
- <sup>5</sup> <sup>6</sup> National Alliance on Mental Illness, ([link](#))
- <sup>7</sup> The Trevor Project, 2020 ([link](#))
- <sup>8</sup> <sup>9</sup> <sup>10</sup> LGBTQIA+Data and Demographics, Williams Institute ([link](#))
- <sup>11</sup> US Census 2017-2022 ([link](#)),
- <sup>12</sup> <sup>13</sup> <sup>14</sup> Veterans Data: Wayne County, MI (2017-2021) ([link](#))
- <sup>15</sup> 'Department of Veterans Affairs Mental Health Services: Need, Usage, and Access and Barriers to Care' Evaluation of the Department of Veterans Affairs Mental Health Services. ([link](#))
- <sup>16</sup> Michigan Veteran Suicide Data, 2020 ([link](#))
- <sup>17</sup> Department of Veterans Affairs Mental Health Services: Need, Usage, and Access and Barriers to Care ([link](#))
- <sup>18</sup> <sup>19</sup> NDEWS Wayne County ([link](#)),
- <sup>20</sup> 'Part 1: The Connection Between Substance Use Disorders and Mental Illness.' National Institute on Drug Abuse ([link](#))
- <sup>21</sup> National Alliance on Mental Illness: LGBTQIA+I ([link](#))
- <sup>22</sup> National Institute on Drug Abuse: Substance Use and SUDs in LGBTQIA+\* Populations ([link](#))
- <sup>23</sup> <sup>24</sup> National Institute on Drug Abuse: Substance Use and Military Life DrugFacts ([link](#))



# Questions?



# Breakout Discussion



# Breakout Discussion



- What strategies are you considering for data collection, particularly to ensure feedback from consumers and the larger community?
- Which staff and skillsets are you prioritizing for the needs assessment team?
- Where do you anticipate you may have challenges in conducting or analyzing your needs assessment?

During the breakout room, assign someone to take note of all **questions**. Upon returning to the large group, these questions can then be entered into the chat and become part of the question log.



# Closing: Sharing and Preparing



**Brave Volunteers:** What did you hear from others in terms of questions and needs?

**QUESTION LOG:** Take 2-3 minutes to put any questions you generated in the chat to continue to add to our question log

**Next Session: January 9, 2024 2:30-4:00pm ET**

Topic: Establishing a Continuous Quality Improvement and Data Management Approach as a CCBHC





# Needs Assessment Resources

- [Quality Improvement toolkit](#)
- [Toolkit for designing and implementing care pathways](#)
- [Health equity and racial justice toolkit](#)
- On-Demand Webinar: Community Needs Assessment:
  - [Recording](#)
  - Slides (link included on webpage)



# CCBHC-Expansion Grantee National Training and Technical Assistance Center

*We offer CCBHC grantees...*



## Virtual Learning Communities, Webinars and Office Hours

Regular monthly offerings that are determined based on grantees expressed needs.



## Opportunities for Collaboration with Other Grantees

Monthly Peer Cohort Calls for CCBHC Program Directors, Executives, Evaluators and Medical Directors.



## Direct Consultation

Request individual support through our website requesting system and receive 1:1 consultation.



## On-demand Resource Library

Includes toolkits, guidance documents, and on-demand learning modules.

Access our website to register for upcoming events, submit a consultation request or scan our on-demand resource library:

 <https://www.thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/>

# Upcoming Events

Event Type	Title	Date + Time	Registration Link
Webinar	<p><b>Establishing Strong Peer Support Programs and Practices in CCBHCs</b></p> <p><i>Session Two: The Role of Peer Support in CCBHC Service Delivery:</i> Join us as we delve into the invaluable contributions of peers, explore effective models of peer support, define peer scope of practice, and examine the importance of fidelity in peer support to maximize the effectiveness of your peer programming.</p>	Thursday, January 4 <sup>th</sup> 2:00pm – 3:30pm ET	<a href="#">Register Here</a>



# Monthly Cohort Calls

**Monthly cohort calls** from the CCBHC-E NTTAC give CCBHC staff members a regular space for sharing with peers, generating solutions and cross-collaboration. Participate as often as you like. Sign up today and share this opportunity with other members of your team!

Event Type	Date + Time	Registration Link
Executives	The <b>last Friday</b> of each month from <b>12:00-1:00pm E.T.</b>	<a href="#">Register here</a>
Program Directors	The <b>first Wednesday</b> of each month from <b>12:00-1:00pm E.T.</b>	<a href="#">Register here</a>
Evaluators/CQI Leads	The <b>first Tuesday</b> of each month from <b>3:30-4:30 pm E.T.</b>	<a href="#">Register here</a>

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## National Training and Technical Assistance Center

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ABOUT US RESOURCES TRAINING & EVENTS REQUEST TRAINING/ASSISTANCE

## About the CCBHC-E National Training and Technical Assistance Center

The Certified Community Behavioral Health Clinic Expansion Grantee National Training and Technical Assistance Center (CCBHC-E National TTA Center) is committed to advancing the CCBHC model by providing Substance Abuse and Mental Health Services Administration (SAMHSA) CCBHC Expansion Grantees (CCBHC-E grantees) training and technical assistance related to certification, sustainability and the implementation of processes that support access to care and evidence-based practices.

Learn More

## Questions or Looking for Support?



Visit our website and complete the [CCBHC-E NTTAC Request Form](#)

Slides, recordings and session resources will be available on our [New Grantee Learning Community webpage](#) approximately 2 days following each session



[thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/request-training-assistance/](https://thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/request-training-assistance/)

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